

# Hampton Roads Benefits Delivery at Discharge (BDD) Claims Processing Checklist

You have begun the application process for Department of Veterans Affairs (VA) disability compensation. This checklist is for you to track the claims process, ensure submission of a complete package, know what to expect during the process, and know contact numbers for your questions.

Who assisted you with your application?

- ☐ VA workshop
- ☐ VDV's Workshop
- ☐ DAV Workshop
- ☐ AmVets assistance
- ☐ Self-application
- ☐ Other workshop or assistance

The workshop/claims assistance was conducted by \_\_\_\_\_ on \_\_\_\_\_.

## Disability Compensation package and process expectations

Disability compensation package was submitted on \_\_\_\_\_ to \_\_\_\_\_ and included:

- ☐ VA Form 21-526, Application for Compensation.
- ☐ BDD Claim Attachment/Cover Sheet.
- ☐ BDD Veterans Claims Assistance Act (VCAA) Attachment.
- ☐ VA Form 21-22, Appointment of POA with \_\_\_\_\_ (Which Service Organization?)
- ☐ Copy of Medical Board Exam and Final Findings, if being medically discharged
- ☐ Any forms or copies required by the assigned service organization.

## What can you expect after submitting your application?

Once you've submitted your claim, we will order an exam with our contractors. They will attempt to phone you to confirm the appointment when it is scheduled and will mail you an information package prior to your exam. They will call to remind you two days and one day prior to your exam. Make certain that we have correct and multiple ways of contacting you, or that someone is capable of taking and relaying a message for you. Once the appointment is made, it is your responsibility to keep it. Only one reschedule is allowed. Take your original service medical records with you to the exam. Since it can take up to 60 days to get the exam results back, we expect that your exam will be scheduled at least 60 days prior to your separation date. If you are approaching that time period and have not been notified of an exam appointment, notify the BDD office immediately.

## What do you need to do after all applications have been submitted?

- Most importantly, go to your appointments or reschedule beforehand. The VA is charged for no-shows.
- Ensure that the BDD office in Portsmouth receives your original service medical and dental records and your DD-214 within 30 days after separation. If you are mailing your DD-214, we will need a VA certified or court certified copy of Member Copy 4. If you bring this document in person to the BDD office, please bring Member Copies 1 and 4. We will make a copy of Member Copy 4 and return the originals to you. The mailing address for the Portsmouth office is **Department of Veterans Affairs, HBA Code 0712, 620 John Paul Jones Circle, Portsmouth, VA, 23708.**
- We will provide you with a letter for PSD to release your medical records. Should there be any questions from your PSD/Personnel office, have them contact the **Portsmouth BDD office (757) 953-2603/2598, BDD coordinator 441-6762 ext. 13, or Military Service Coordinators 722-9961 ext. 2266.**
- Finally, keep track of your claim and the process. If you have any questions, call as soon as possible. Failure to follow these guidelines will result in your claim being forwarded to the Regional Office for regular processing.

**You may add additional medical issues to your application at any time.** However, once the exam has been ordered, it may be necessary to defer the rating on those items. A final rating will be completed on the original claim before rating the additional medical issues. This process is necessary to avoid delayed processing of the original claim.

## Other Benefits Related to Disability Compensation

### Vocational Rehabilitation and Employment Services (VR&E):

VR&E application package was submitted on \_\_\_\_\_ to \_\_\_\_\_ and contained:

- \_\_\_\_\_ VA Form 28-1900
- \_\_\_\_\_ Complete copy of medical record
- \_\_\_\_\_ VA Form 28-0588 (if applicable)

If *requested*, this application will be processed with a Memorandum (Memo) Rating prior to separation. If you meet the minimum requirements, an orientation appointment with VR&E will be scheduled. This orientation will include counseling on program benefits and further screening for eligibility. This is a “**return to work**” program and each program is individualized to result in suitable employment. Being found *not eligible* for VR&E services under the memo rating does not mean you are ineligible for the disability rating. These are two separate processes. Remember to follow through with the requirements for the disability rating regardless of the VR&E memo rating decision. If you receive a final rating of 20% or more, you may reapply for VR&E services.

If you have not received information concerning the VR&E Memorandum Rating or Orientation appointment call: **1-800-827-1000**, or **(540) 857-2424** to inquire.

### Health Care at VA Medical Centers:

If you are interested in **health care services** from the Department of Veterans Affairs Health Administration (VHA), you may apply for eligibility online at [www.va.gov](http://www.va.gov) or by going to your nearest VA Medical Center.

### Loan Guaranty and Amended Tax Return information:

If you purchase a home after separation using your VA benefits and are subsequently receive a disability rating of 10% or more, you may be entitled to a refund of the VA funding fee. Contact: **1-800-933-5499** for more information.

For a refund of the excess taxes paid (prior to receiving disability pay) on your retirement pay, you may need to file an amended tax return. Contact the IRS for further information.

**Veterans Preference in Hiring:** For more information, visit <http://www.usajobs.opm.gov/EI3.htm>

**GI Bill I information:** 1-888-GI Bill 1 (1-888-442-4551)



Roanoke Regional Office  
Hampton Roads Benefits Delivery at Discharge (BDD) Program

Please visit the VA's website at: [www.va.gov](http://www.va.gov)  
The VA's Nationwide number is 1-800-827-1000